



### Mitigation Activities

	Frequency	Responsibility	Action
1.	Daily	Drivers and supervisors	Drivers and supervisors must promptly report maintenance issues evident on their routes (such as lights that are out at bus stops), so that maintenance personnel can be notified. The mechanic on duty will determine whether transit personnel or the department of public works should be dispatched to execute the repairs.
2.	Daily	All employees	All employees must observe vehicles and facilities closely, looking for security breaches, unusual activities, or anything that appears out of place.
3.	Daily	All employees	Agency uniforms are to be treated as security sensitive objects; specific uniform policies are provided.
4.	Daily	Management staff	Staff is required to maintain records of crimes and rule violations occurring at the transit agency so as to assist in designing programs that will help control these incidents and prosecute offenders.
5.	Daily	Drivers	To ensure passengers receive safe and courteous service, drivers must follow agency policy and training when interacting with passengers. Drivers must be prepared, on a daily basis, to enforce rules, respond to complaints, defuse arguments, call for backup, maintain control of the vehicle, and report incidents.
6.	Daily	Drivers, supervisors, and mechanics	Employees in the field must check in regularly with the dispatcher, particularly prior to scheduled breaks and when it is necessary to leave the vehicle (e.g., due to a vehicle breakdown). The dispatcher must know where the employees are at all times.
7.	Daily	Drivers, supervisors, and mechanics	When handling cash from fare collection equipment, employees are required to follow procedures for logging fare tallies contained in each device.
8.	Daily	Administrative staff or dispatcher; drivers	To ensure it is safe to send vehicles on the road, a staff member will be designated on each shift to check weather and other status reports. This individual will check this information at suitable intervals, especially if severe weather is expected. Drivers performing their routes must assist in this effort by constantly assessing road conditions, monitoring weather, construction, accidents, and other situations to ensure it is safe to proceed.
9.	As required/ appropriate	Drivers	Drivers are to follow established agency procedures after any accident.
10.	Weekly	Supervisors	A supervisor has been designated to test door alarms to ensure they are in proper working order.